

OFFICE OF INSPECTOR GENERAL

FY 2004/2005 PERFORMANCE MEASURES

AUDITS AND EVALUATIONS OF AGENCY PROGRAMS AND OPERATIONS

AGENCY GOAL	OIG GOAL	PERFORMANCE MEASURE	OUTCOME/ IMPACT
1 and 2	<p>1. Deliver quality audit, inspection, and review products and services that are useful to the Board, management and/or the Congress.</p> <p>2. Provide technical advice and assistance to Agency officials in developing sound management information and financial reporting systems and in streamlining programs and organizations.</p>	<p>Audits and inspections are relevant. Audit coverage includes all mandated audits and at least 75% of those suggested by the Board and management.</p> <p>Risk is addressed. 100% of OIG audits are performed in high risk/high \$ programs and activities and/or are tied to the Agency strategic planning goals.</p> <p>Findings made during audit fieldwork are recognized and corrected by management prior to drafting of the audit report.</p> <p>Products are timely, i.e. average time to complete audits and issue draft reports will not exceed 6 months.</p> <p>Audits are constructive. At least 75% of audit products contain recommendations to improve Agency operations. The Agency accepts at least 80% of OIG audit recommendations.</p> <p>The Agency implements all corrective actions prescribed by management decisions.</p> <p>The IG advises the Chairman concerning policy direction or administrative priorities.</p> <p>OIG performs analysis and provides technical advice to management concerning accounting, management systems and controls, and performance measures.</p>	<p>FCA programs and operations are more effective.</p> <p>Waste in Agency programs and operations is reduced.</p> <p>Increased Agency compliance with laws, regulations and internal policies and procedures.</p> <p>The Agency's stature and reputation is elevated in the eyes of Congress, the Administration, the FCS, FCA employees and the public.</p> <p>FCA is more effective in carrying out its mission.</p> <p>The OIG is more effective in promoting economy, effectiveness and efficiency within the Agency.</p> <p>FCA continues to get an unqualified audit opinion on financial statements.</p> <p>OIG input and advice contributes to Agency decisions and actions that are more complete and valid at their inception.</p> <p>Increase in management requests for advice, review and technical assistance.</p> <p>Peer review reports provide an unqualified opinion that OIG audit work meets or exceeds quality audit standards prescribed by GAO and the PCIE/ECIE.</p>

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AUDITS AND EVALUATIONS OF AGENCY PROGRAMS AND OPERATIONS

AGENCY GOAL	OIG GOAL	PERFORMANCE MEASURE	OUTCOME/ IMPACT
	<p><i>(Continued)</i></p> <p>3. Continuous improvement of OIG staff, products and internal administration.</p>	<p>Customer survey feedback is used to improve products and services.</p> <p>OIG training ensures the technical proficiency of staff.</p> <p>OIG implements administrative improvements identified through reviews of other Agency programs and through staff involvement with the professional community.</p>	<p>Customer survey feedback evidences increased satisfaction with report practices.</p> <p>The Inspector General's opportunity to facilitate positive change within the Agency is enhanced by the quality and credibility of OIG products and advice.</p>

OFFICE OF INSPECTOR GENERAL

FY 2004/2005 PERFORMANCE MEASURES

INVESTIGATIONS

AGENCY GOAL	OIG GOAL	PERFORMANCE MEASURE	OUTCOME/ IMPACT
1 and 2	<p>1. Administrative and criminal violations relating to FCA programs and personnel are effectively investigated and reported.</p> <p>2. FCA employees and managers recognize their responsibility to immediately report observed or suspected wrongdoing to the IG.</p>	<p>Investigative reports are timely and presented in an objective and factual manner. Memoranda are issued to management describing internal control weaknesses or program deficiencies found during the investigative process with suggestions to prevent and/or detect future wrongdoing.</p> <p>70% of active cases will be less than two years old (from the date the case was opened).</p> <p>100% of employee cases without criminal prosecution potential will be completed within one year from opening the case.</p> <p>Allegations of wrongdoing are received in a timely manner and are supported by specific information.</p>	<p>Administrative action, convictions or pleas are obtained for employees and/or contractors found guilty of wrongdoing.</p> <p>Management actions taken against employees serve as a deterrent to future wrongdoing.</p> <p>FCA internal policies, procedures and controls are strengthened to prevent and/or detect future wrongdoing.</p> <p>Investigations are more successful because they are initiated in a timelier manner and have better information.</p> <p>FCA employees are more willing to report real or suspected wrongdoing because they trust the competence and fairness of OIG's investigations.</p>

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FY 2004/2005 PERFORMANCE MEASURES
INVESTIGATIONS

AGENCY GOAL	OIG GOAL	PERFORMANCE MEASURE	OUTCOME/ IMPACT
	<p><i>(Continued)</i></p> <p>3. Agency officials and Congress are kept fully and currently informed of problems found in the process of and resulting from investigative activities.</p>	<p>Summaries of investigations and the resulting administrative or judicial actions taken are incorporated into the Semiannual Report to Congress, along with any disagreements on the actions taken or failure of management to act in a timely and responsible fashion.</p> <p>Findings made during the investigative process concerning the problem at issue or systemic problems are recognized and corrected or mediated by management.</p>	<p>The Chairman and Congress are better informed about OIG investigations, and administrative and judicial consequences.</p> <p>Public confidence in the integrity of FCA programs and internal operations are heightened.</p>

OFFICE OF INSPECTOR GENERAL
FY 2004/2005 PERFORMANCE MEASURES
REVIEW OF LEGISLATION AND REGULATIONS

AGENCY GOAL	OIG GOAL	PERFORMANCE MEASURE	OUTCOME/ IMPACT
2	1. Maintain an effective program for reviewing and commenting on proposed and existing legislation and regulations effecting the Agency and the Inspectors General community.	<p>Processes are established and documented for identifying and circulating (as appropriate) relevant documents.</p> <p>Constructive comments on relevant documents are submitted by the deadlines requested by the office, Agency or staff circulating comments.</p> <p>Document review activity is summarized for inclusion in the Semiannual Report to Congress.</p>	<p>OIG input is part of the decision making process in approving or amending legislation, regulations, circulars and other policy positions.</p> <p>Constructive criticism and creative alternatives offered in OIG comments improve the quality and usefulness of documents initiated by the Agency.</p> <p>FCA Board and management are informed about the status of new or pending legislation or regulations initiated externally.</p>

OFFICE OF INSPECTOR GENERAL
FY 2004/2005 PERFORMANCE MEASURES
OUTREACH PROGRAM

AGENCY GOAL	OIG GOAL	PERFORMANCE MEASURE	OUTCOME/ IMPACT
1 and 2	<ol style="list-style-type: none"> 1. Agency personnel understand and accept OIG's role within FCA and the community at large. 2. OIG staff provides leadership to organizations directly contributing to the Inspectors General community. 3. OIG staff contributes to special projects for improving the Agency, the OIG community and the government. 	<p>Develop and maintain educational brochures or pamphlets describing OIG roles and activities.</p> <p>Facilitate feedback from Agency employees and refine products and practices based on the feedback to OIG products and educational materials</p> <p>Time and resources are provided to OIG staff members as an incentive to contribute to outside organizations by serving on committees and holding offices.</p> <p>OIG staff will participate in projects that contribute to achieving the vision of a better Agency and government.</p>	<p>Agency employees' acceptance of and cooperation with OIG activities is improved through better understanding. OIG programs and products are improved through feedback from Agency employees.</p> <p>Projects and activities of adjunct organizations such as the AGA, IIA, PCIE/ECIE, CCIG, FLETC, and IGATI are improved by OIG staff contributions and participation.</p> <p>The Inspectors General community is more credible and effective.</p> <p>Management practices at the Agency are improved by OIG staff participation in FCA special projects.</p> <p>FCA programs and operations are more effective and efficient.</p>